TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION

POSITION TITLE: SYSTEMS SUPPORT SPECIALIST II –
                    Information Technology

SALARY GROUP: B15

DEPARTMENT: Manufacturing and Logistics

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Bobby Lumpkin   DATE: 03/10/2015

POSITION #:   024508

I.   JOB SUMMARY

Performs moderately complex computer systems support work. Work involves providing customer support for agency information technology systems; operating automated office equipment in a stand-alone, network, and mainframe environment; and training others. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

II.   ESSENTIAL FUNCTIONS

A.   Provides technical assistance and support for software applications and hardware problems; and provides customer service and help desk support.

B.   Assists users in the design, development, and maintenance of systems applications; provides instructional guidance on the capabilities and limitations of available hardware and software; installs, maintains, moves, and assists in testing and upgrading new and existing hardware and software; and troubleshoots and solves computer-related problems.

C.   Maintains the appropriate security controls over software; accesses data from and transfers data to various local, state, and federal databases; and maintains procedure manuals.

D.   Assists in advising and analyzing user requirements concerning software and the efficient use of information technology systems; and assists in the review and recommendation of information technology equipment.

*   Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Ninety semester hours from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE) with nine semester hours in Computer Science, Management Information Systems, or a related field. Six months full-time, wage-earning experience in the support and maintenance of microcomputer systems in a network or stand-alone environment

or

sixty semester hours from a college or university accredited by an organization recognized by CHEA or by the USDE with six semester hours in Computer Science, Management Information Systems, or a related field. One year full-time, wage-earning experience in the support and maintenance of microcomputer systems in a network or stand-alone environment

or

thirty semester hours from a college or university accredited by an organization recognized by CHEA or by the USDE with three semester hours in Computer Science, Management Information Systems, or a related field. Two years full-time, wage-earning experience in the support and maintenance of microcomputer systems in a network or stand-alone environment

or

graduation from an accredited senior high school or equivalent or GED. Three years full-time, wage-earning experience in the support and maintenance of microcomputer systems in a network or stand-alone environment

or

graduation from an accredited senior high school or equivalent or GED. Current Certified Novell Administrator, Certified Novell Engineer, Microsoft Certified Systems Engineer, or A+ certification from the appropriate certifying authority

or

equivalent technical or trade school courses in a computer related field may be substituted for the required semester hours or years of experience. The same technical or trade school courses may not be used to substitute for both required semester hours and years of experience.

2. Experience in Windows XP or better providing technical support and maintenance of Microsoft Office Suite or equivalent to include the use of word processing, spreadsheet, database, or presentation software programs preferred.

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B. Knowledge and Skills

1. Knowledge of the practices, principles, and techniques of computer operations and applications.

2. Knowledge of a variety of computer application programs and their applicability to computer systems operations.

3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.

4. Skill to communicate ideas and instructions clearly and concisely.

5. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.

6. Skill to interpret and apply rules, regulations, policies, and procedures.

7. Skill in problem-solving techniques.

8. Skill in the use of computers and related equipment in a stand-alone or local area network environment.

9. Skill to operate and train others in the operation of automated computers and related equipment in a stand-alone or network environment.

10. Skill to conduct training related to computer operations.

11. Skill in troubleshooting problems with software and hardware.

12. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.

13. Skill to prepare and maintain complex records and files in an automated system.

14. Skill in the electronic transmission of communications.

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IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs and ladders, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 15-44 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.

B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.

C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, dolly, hand cart, and automobile.